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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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FITZPATRICK CELLA HARPER & SCINTO 30 ROCKEFELLER PLAZA NEW YORK, NY 10112				
			EXAMINER JONES III, CLYDE H	
			ART UNIT 2611	PAPER NUMBER

DATE MAILED: 02/22/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 10/023,866	Applicant(s) OHNO ET AL.	
	Examiner Clyde H. Jones III	Art Unit 2611	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☐ Responsive to communication(s) filed on ____.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-44 is/are pending in the application.
- 4a) Of the above claim(s) ____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) ____ is/are allowed.
- 6) ☒ Claim(s) 1-44 is/are rejected.
- 7) ☐ Claim(s) ____ is/are objected to.
- 8) ☐ Claim(s) ____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 21 December 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some * c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. ____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. ____. |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date <u>4/3/2002</u> . | 6) <input type="checkbox"/> Other: ____. |

DETAILED ACTION

Claim Objections

1. Claim 9 is objected to because of the following informalities: On claim 9, lines 2-4, "said control means controls to the information data regarding the information to the external terminal at a predetermined time" should be changed to —control means controls to make said communication means transmit the information data regarding the information to the external terminal at a predetermined time—. Appropriate correction is required.

2. Claim 27 is objected to because of the following informalities: On claim 27, line1, "according to claim 24" should be changed to —according to claim 26—. Appropriate correction is required.

3. Claim 31 is objected to because of the following informalities: On claim 31, lines 5-8, "the second user operation assistance screen contains display data includes display data with the electronic program guide data replaced with characters and symbols" should be changed to —the second user operation assistance screen contains display data include[es]ing display data with the electronic program guide data replaced with characters and symbols—. Appropriate correction is required.

4. Claim 36 is objected to because of the following informalities: On claim 36, lines 2-6, "the identification information unique to the broadcast receiver a viewer

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identification number regarding pay program viewing contained in the broadcast data received by the broadcast receiver” should be changed to —the identification information unique to the broadcast receiver is a viewer identification number regarding pay program viewing contained in the broadcast data received by the broadcast receiver —. Appropriate correction is required.

5. Claim 42 is objected to because of the following informalities: On claim 42, line 7, “extracion” should be changed to —extraction —. Appropriate correction is required.

Claim Rejections - 35 USC § 102

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

7. Claims 1-44 are rejected under 35 U.S.C. 102(e) as being anticipated by Ellis et al. (US 2005/0028208 A1).

Ellis teaches a remote program guide access system (fig. 1) in which a remote program guide access device 24 is enabled to access program guide functions for

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controlling a local program guide implemented on user television equipment(s) (e.g., STB(s) located in a users home; 22- fig. 2B/fig. 29).

Regarding claims 1 and 12, Ellis teaches a broadcast receiver (and corresponding method) comprising (user television equipment 22 – fig. 2b, 6a, 6c):

receiving means for receiving a broadcast signal (television distribution signal) in response to a request from an external terminal (remote program guide access device 24) capable of communicating with the broadcast receiver, the broadcast signal being transmitted by multiplexing (sending more than one information type through a communication link) identification information (STB name/location information) for identifying the broadcast receiver with control information (program guide information, e.g., request, commands, listings data, etc.) for controlling the broadcast receiver (Ellis teaches user equipment 22 receives program guide settings/information commands and request from access device 24, in which the commands are sent to the user equipment through the television distribution facility 16 (fig. 2b, 6a, 6c)/communication link 20 which also transmits the TV broadcast signal; par. 68, lines 4-15; par. 69, lines 3-11; par. 70, lines 5-8; par. 72, lines 6-15; par. 80, lines 2-4; par. 88, lines 3-11; par. 98, lines 1-11; par. 99; par. 101, lines 15-29; par. 102, lines 11-12; par. 103 & par. 105, lines 1-4; par. 104, lines 1-4; par. 110; par. 111, lines 6-11; par. 189, lines 1-6; Ellis teaches the program guide control information is sent with user equipment identification information, e.g., recipient identification inherent in SMTP protocol communication; par. 106, and/or designation/coordination information which identifies the user equipment/STB to apply the commands to, i.e., the identified STB within a household; par. 87, par. 98, lines 1-

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11; par. 191, lines 1-3; par. 210; par. 214, lines 12-17; par. 217, lines 1-4; par. 218; par. 220, lines 4-8);

communication means for communicating with the external terminal (communication link 20, distribution facility 16 and communication device 37 – fig. 3; par. 103, lines 6-9; par. 105, lines 1-3; par. 111, lines 6-11; par. 86, lines 1-3);

extraction means for extracting information data (program guide listings, profile, screen, poll/status, and/or reminder information) regarding information designated by the control information in accordance with the identification information and control information contained in the received broadcast signal (Ellis teaches a user request poll/command to the named/designated user equipment 22, in which the name identifies/defines the STB's location, commands the user equipment to extract/filter program guide data from the television distribution signal and/or user equipment's memory, e.g., access device 24 requests profile/favorites program listings from the STB in the "parents room" and the STB extracts the requested information in accordance with the request and identification information; par. 126, lines 4-9; par. 137; par. 204; par. 214, lines 12-17; par. 217, lines 1-4; par. 220; par. 125, lines 1-3; par. 130, lines 8-16; par. 136, lines 1-5; par. 160, par. 172, lines 2-6); and

control means (control circuitry 42 – fig. 4) for controlling to make said communication means transmit the information data regarding the information to the external terminal in response to reception of the control information (col. 111, lines 6-11; col. 88, lines 3-7; par. 102, lines 11-12; par. 103, line 6-par. 104, line 2).

Regarding claims 2 and 13, Ellis teaches generating display data for displaying on display means of the external terminal, in accordance with the control information, wherein the information data contains the display data (Ellis teaches the information requested by the access device is received and displayed on a display; fig. 10-12; fig. 15; fig. 21; par. 92, par. 99, par. 109; par. 110; par. 112; par. 143, lines 5-8; par. 53, lines 1-3).

Regarding claims 3 and 14, Ellis teaches the display data is data for displaying an operation assistance screen for assisting an operation (program guide web page, menu, listing, settings screen, etc.) of the external terminal (fig. 17-20; fig. 38; par. 101, lines 15-17; par. 115; par. 117; par. 122; par. 127; par. 130; par. 134; par. 137, lines 7-14; par. 154).

Regarding claims 4 and 15, Ellis teaches the operation assistance screen assists at least one operation of a record operation and a record reservation operation (Ellis' accessing program record scheduling functions reads on both; fig. 19, par. 163) and a viewing reservation (program reminder or PPV reservation) operation of video and audio data (television programming includes audio) of a program received by the broadcast receiver (fig. 16, par. 155; fig. 20; par. 165), an operation of obtaining program information data (listings information) and data broadcast data of the program (additional information related to the listings, e.g., text, graphics, video), (fig. 15; par.

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103; par. 15, lines 1-6; par. 154; 310-fig. 7; 310-fig. 8), and a record operation of the data broadcast data of the program (par. 83, lines 1-3; par. 163; par. 219).

Regarding claim 5 and 16, Ellis teaches initial screen setting means for setting information for structuring an initial screen (Ellis teaches access device 24 obtains the user profile/favorites information which was previously setup at startup; 1900, 1910 – fig. 18; par. 160-165, line 3; par. 126; par. 191, lines -18); and

storage means for storing initial screen setting data set by said initial screen setting means (Ellis teaches profile/favorites data is stored; par. 161, lines 3-4; par. 101, lines 26-27; par. 110; lines 3-4),

wherein if the control information is initial screen transmission command information, said extraction means extracts the initial screen setting data from said storage means, said generating means generates the display data in accordance with the initial screen setting data, and said control means controls to transmit the display data to the external terminal (Ellis teaches retrieving and displaying the program information on the access device 24 at start-up and the user equipment 22 generates the program guide display data and transmits it to 24; par. 161. lines 10-14; 1925 & 1930-fig. 18; par. 162, lines 1-7; par. 110, lines 1-16; par. 109; par. 160).

Regarding claims 6 and 17, Ellis discloses the broadcast signal contains program information data (program guide data) and the control information is command information for transmitting the program information data to the external terminal (Ellis

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discloses television distribution (broadcast) facility 16 transmits program guide data to user equipment 22 and access device 24 sends appropriate commands/request to 22 for transmitting the program guide data to 24; par. 68, line 8-par. 69; par. 72, lines 6-12; par. 80, lines 2-4; par. 88, lines 3-9; par. 98, lines 1-11; par. 99; par. 103; par. 107; par. 108, lines 1-3; par. 109; par. 110, lines 1-16; par. 111, lines 6-9).

Regarding claims 7 and 18, Ellis teaches the program information data is data regarding an electronic program guide EPG and contains information such as a channel name, a program name, a broadcast day and time, and program contents (categories or additional information about the program) (fig. 7, par. 111, line 6-par. 113).

Regarding claims 8 and 19, Ellis teaches the broadcast signal contains data broadcast data (additional information related to the listings, e.g., text, graphics, video), and the control information is command information for transmitting the data broadcast data to the external terminal (par. 115, lines 1-6; par. 103; par. 154; 310-fig. 7; 310-fig. 8).

Regarding claims 9 and 20, Ellis teaches the control means controls to make said communication means transmit the information data regarding the information to the external terminal at a predetermined time (par. 72, par. 110, lines 1-16; par. 108, lines 1-6; par. 111, lines 6-11).

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Regarding claims 10 and 21, Ellis teaches the external terminal is a portable terminal capable of mobile communications (par. 92, lines 3-10).

Regarding claims 11 and 22, Ellis teaches the control means further controls an operation of the broadcast receiver in accordance with the control information (par. 107), and controls at least one operation of a record operation and a record reservation operation (Ellis' accessing program record scheduling functions reads on both; fig. 19, par. 163) and a viewing reservation (program reminder or PPV reservation) operation of video and audio data (television programming includes audio) of a program received by the broadcast receiver (fig. 16, par. 155; fig. 20; par. 165), an operation of obtaining program information data (listings information) and data broadcast data of the program (additional information related to the listings, e.g., text, graphics, video), (fig. 15; par. 103; par. 15, lines 1-6; par. 154; 310-fig. 7; 310-fig. 8), and a record operation of the data broadcast data of the program (par. 83, lines 1-3; par. 163; par. 219).

Regarding claims 23, 24, and 25, they are rejected the same as claim 10/1 above.

Regarding claim 26, it is rejected the same as claim 2 above.

Regarding claim 27, it is rejected the same as claim 3 above.

Regarding claim 28, it is rejected the same as claim 4 above.

Regarding claim 29, it is rejected the same as claim 11 above.

Regarding claim 30, Ellis teaches a digital television broadcast receiver user equipment – fig. 2, 6, 29-33) comprising:

receiving means for receiving digital broadcast data (TV programming/programming information) (Ellis teaches user equipment receives digital TV programming/programming information from the television distribution facility; par. 69, par. 185; par. 189, lines 1-8; fig. 27);

extraction means for extracting (receiving) program information data (program guide information) regarding a program from the digital broadcast data (Ellis teaches user equipment receives program guide data, e.g., from a digital channel in the television signal or from local memory; par. 69, lines 3-9; par. 126, lines 4-9; par. 185);

decoding means for decoding the program information data (Ellis teaches decoding the program information, e.g., decoding digital program guide data for display on a analog TV; par. 69, lines 3-13; par. 80, lines 2-9; par. 89, lines 5-13; par. 185-186, line 6; par. 187; par. 189, lines 8);

first screen structuring means for structuring a first user operation assistance screen for assisting a user of the receiver in accordance with the decoded data (Ellis teaches the generation of a program guide settings, listings, and/or menu screens for display on the television of the user equipment; par. 89; fig. 38; par. 191, lines 7-12);

communication means for communicating with a remote operation terminal (Ellis teaches the user equipment can communicate with access device 24 as shown in fig. 2b, 6a, 6c; or other remote user equipments within the household as shown in fig. 29-33);

second screen structuring means for structuring a second user operation assistance screen for assisting a user of the remote operation terminal (Ellis teaches user equipment generates a program guide screen for display on access device 24 or for the other remote user equipments within the household; par. 105; par. 110, lines 9-16 and par. 107; par. 126, lines 4-9; par. 137; and fig. 28; par. 191; par. 193); and

control means for controlling to transmit display data for the second user operation assistance screen and identification information unique to the remote operation terminal from said communication means to the remote operation terminal (Ellis teaches user equipment is controlled to send display data, e.g., adjusted settings information, to the remote device/user equipment and information identifying one remote device/user equipment, e.g., recipient identification inherent in SMTP protocol communication; par. 106, and/or user equipment program guide settings designation/coordination information for applying settings to uniquely identified/named STBs within a household; par. 87, par. 191, lines 1-3; par. 210; fig. 39; par. 214, lines 2-17; par. 212, lines 1-4; par. 218; par. 220, lines 4-8; and par. 105 and 106 which teach IP or SMTP addressing protocols; par. 93 and 94 teach other uniquely addressable schemes/protocols, e.g., modems, POTS, etc.).

Regarding claim 31, Ellis teaches the first user operation assistance screen includes a screen constituted of electronic program guide EPG data contained in the broadcast data (par. 89, lines 8-13; fig. 38), and the second user operation assistance screen contains display data including display data with the electronic program guide data replaced with (converted to) characters and symbols (Ellis teaches program guide information may be sent as digital data to the program guides of remote devices/user equipment and then converted to user identifiable text, symbols, graphics, etc., e.g. lock symbols 310- fig. 7,8 or "soft buttons"; par. 104, lines 10-18; par. 127, lines 3-6; par. 137; par. 201, lines 1-14).

Regarding claim 32, Ellis teaches data of the second user operation assistance screen includes one of bit map image data, and HyperText Markup Language HTML described data (par. 201, lines 1-14; par. 150, lines 11-15).

Regarding claim 33, Ellis teaches the second user operation assistance screen is a screen for assisting a record operation of video and audio data and data broadcast data of a program contained in the broadcast data (additional information related to the listings, e.g., text, graphics, video) (par. 83, lines 1-3; par. 163; par. 219).

Regarding claim 35, Ellis teaches the remote operation terminal has instructing means for instructing a control command for controlling the broadcast receiver in accordance with the second user operation assistance screen displayed by said

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displaying means, and transmitting means for transmitting control information regarding the instructed control command together with identification information unique to the broadcast receiver (Ellis teaches access device 24 or a remote user equipment controlling the program guide settings of specific user equipments using the user equipment/location identification screen; fig. 39; par. 218; par. 220; Ellis teaches the user of the remote device/user equipment enters a password and EPG setting information (including location designating information) and they are transmitted to the local or first user equipment; par. 99, lines 7-19; par. 214, lines 12-17).

Regarding claim 36, Ellis teaches the identification information unique to the broadcast receiver is a viewer identification number (PIN) regarding pay program (services) viewing contained in the broadcast data received by the broadcast receiver (par. 120-121; par. 132, lines 6-9; par. 128; par. 210; par. 218).

Regarding claim 37, Ellis teaches the receiving means receives the control information and the identification information unique to the broadcast receiver transmitted from the remote operation terminal, as an entitlement management message EMM (service access information) transmitted by a broadcaster transmitting the broadcast data (Ellis teaches the user enter a PIN to order PPV service at remote device/equipment and the television distribution facility transmits the authorized service access information/message to the user equipment entitling it to order the service; par. 132; par. 107, lines 14-18).

Regarding claim 38, Ellis teaches the control means controls to transmit the second user operation assistance screen at a predetermined time from said communication means to the remote operation terminal (par. 110, lines 1-16; par. 72; par. 108, lines 1-6; par. 111, lines 6-11; par. 210; par. 218).

Regarding claim 39, Ellis teaches the identification information unique to the remote operation terminal is a phone number (par. 94, lines 1-3; par. 93, lines 5-8; par. 156, lines 8-9; par. 204).

Regarding claim 40, Ellis teaches the identification information unique to the remote operation terminal is an email address (par. 106; par. 119, lines 1-3; par. 156, lines 8-9).

Regarding claim 41, Ellis teaches the remote operation terminal has image pickup means for taking (acquiring) an image of a subject (Ellis teaches graphics for messages and/or videos (images) of TV programming are acquired at remote access device 24/user equipment; par. 139; par. 133; par. 201, lines 1-3; par. 203).

Regarding claim 42, Ellis teaches an external terminal (remote access device 24 – fig.1) comprising:

communication means (58-fig.5) for communicating with a broadcast receiver (user equipment 22) for receiving a broadcast transmitted by multiplexing (sending more than one information type through a communication link) identification information (STB name/location information) for identifying the broadcast receiver with control information (program guide information, e.g., request, commands, listings data, etc.) for controlling the broadcast receiver (Ellis teaches user equipment 22 receives program guide settings/information commands and request from access device 24, in which the commands are sent to the user equipment through the television distribution facility 16 (fig. 2b, 6a, 6c)/broadcast transmitter/communication link 20 which also transmits the TV broadcast signal; par. 68, lines 4-15; par. 69, lines 3-11; par. 70, lines 5-8; par. 72, lines 6-15; par. 80, lines 2-4; par. 88, lines 3-11; par. 98, lines 1-11; par. 99; par. 101, lines 15-29; par. 102, lines 11-12; par. 103 & par. 105, lines 1-4; par. 104, lines 1-4; par. 110; par. 111, lines 6-11; par. 189, lines 1-6; Ellis teaches the program guide control information is sent with user equipment identification information, e.g., recipient identification information inherent in SMTP protocol communication; par. 106; and/or designation/coordination information identifying the STB to apply the commands to, i.e., the identified STB within a household; par. 87, par. 191, lines 1-3; par. 210; par. 214, lines 2-17; par. 212, lines 1-4; par. 218; par. 220, lines 4-8), extraction information data (program guide listings, profile, screen, poll/status, and/or reminder information) regarding information designated by the control information in accordance with the identification information and control information contained in the received broadcast signal (Ellis teaches user equipment extracts/filters/derives program guide data from the

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television distribution signal and/or user equipment memory to provide the data in accordance with a user request/command and identification information which designates the user equipment to apply the command, e.g., access device 24 requests profile/favorites program listings from the STB in the "parents room" and the STB extracts the data in accordance with the request and identification information; par. 126, lines 4-9; par. 137; par. 204; par. 214, lines 12-17; par. 217, lines 1-4; par. 220, lines 4-8; par. 125, lines 1-3; par. 130, lines 8-16; par. 136, lines 1-5; par. 160, par. 172, lines 2-6), and transmitting the (extracted) information data regarding the information to the external terminal (access device 24) in response to reception of the control information (col. 111, lines 6-11; col. 88, lines 3-7; par. 102, lines 11-12; par. 103, line 6-par. 104, line 2);

receiving means (58 – fig. 5) for receiving the (extracted) information data transmitted from the broadcast receiver via said communication means; and

display means for displaying a screen (program guide webpage, display screen menu, listing, etc.) of the information regarding the information data received by said receiving means (par. 92, fig. 10-12; fig. 15; fig. 21; par. 101, lines 15-17; par. 109; par. 110; par. 112; par. 137, lines 7-14; par. 143, lines 5-8; par. 153a, lines 1-3; par. 154).

Regarding claim 43, Ellis discloses designating means (user interface 52 – fig. 5) for designating a control operation for controlling the broadcast receiver in accordance with the information screen displayed by said display means (Ellis teaches the access device 24 has a UI for inputting appropriate commands, e.g., requesting to record a

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program from a program listings screen; par. 92, lines 8-16; par. 108, lines 1-4; par. 110, lines 1-9; par. 11, lines 6-11); and

transmitting means (58, 19 – fig. 5) for transmitting the control information (appropriate command) regarding the control operation (program guide functions/setting) designated (selected) by said designating means and the identification information (designated user-defined STB/location) to a broadcast transmitter (television distribution facility 16 – fig. 2B, 6a, 6c) to multiplex (send more than one information type through a communication link) the control information and identification information into the broadcast signal (Ellis teaches program guide settings/information commands and information identifying the user equipment 22 to apply the commands to are transmitted from access device 24 to television distribution facility 16 to be multiplexed with television distribution signals through communication link 20 to the identified user equipment 22; par. 72, lines 12-16; par. 80, lines 2-4; par. 87; par. 98, lines 1-11; par. 101, lines 20-29; par. 88, lines 3-7; par. 103, lines 6-9; par. 106; par. 191, lines 1-3; par. 214, lines 12-17; par. 217, lines 1-4; par. 220, lines 4-8);

Regarding claim 44, it is taught by Ellis as discussed above in claim 42.

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Clyde H. Jones III whose telephone number is 571-272-5946. The examiner can normally be reached on 9-5:30 p.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Chris Grant can be reached on 571-272-7294. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

CJ



**CHRISTOPHER GRANT
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600**